

ATTACHMENT A
Vanpool Requirements Matrix
Request for Proposal #R03-17

FIRM: _____

Bidder should provide a narrative response directly in the matrix, using as much space as needed for each of the following requirements, and detailing how the bidder's firm will meet each of the requirements. Additional information that cannot be entered directly in the matrix may be provided by attaching documents to the Vanpool Requirements Matrix.

Description and Bidder Response

1. Project Overview, Environment, Proposed Resolution

a. Project Overview

The Nebraska Department of Roads (NDOR) is seeking proposals from experienced vendors to provide a turnkey vanpool service for commuters in urban and rural areas of the state. The goal of the contract is to provide commuters with an alternate mode of transportation that is cost-effective, reliable and environmentally friendly. At the conclusion of the contract, NDOR will use the data collected during the project to determine the feasibility of providing long term state and federal funding in support of a statewide vanpool program.

For the purposes of this RFP, vanpooling is defined as follows and the following policy requirements shall apply to the subsequent contract:

1. A vanpool is a group of individuals who agree to share the ride to work each workday.
2. To be eligible for federal subsidies (if available) the Vanpool must have a minimum of six adult commuters not including the driver.
3. The vanpool driver is a volunteer from within the group using the van for transportation to/from work.
4. The vanpool driver shall not be paid a wage by the vanpool group, his/her employer, or any third party in exchange for driving the van.
5. All vanpools must be open to the public should any person desire to ride in a vanpool serving their work trip commute (space permitting).

Project Environment

- b.** Currently there is no statewide coordination of transportation in Nebraska. Statistical data collected by the Metropolitan Area Planning Agency in Omaha provides evidence that commuter traffic patterns will support vanpools. In addition, large employers in rural areas often report difficulty in recruiting and maintaining a labor force due to the lack of transportation options.

The project shall be conducted in the state of Nebraska in both rural and urban areas. The [Federal Transit Administration \(FTA\)](#) definitions of rural and urban areas shall apply. Urban areas are defined as an area encompassing a population of not less than 50,000 people that has been defined and designated in the most recent decennial census as an "urbanized area" by the Secretary of Commerce. A rural area is an area encompassing a population of less than fifty thousand people that has not been designated in the most recent decennial census as an "urbanized area" by the Secretary of Commerce.

Proposed Resolution

- c.** The statewide turnkey vanpool project will allow for the support of existing vanpools and the creation of new vanpools in both rural and urban areas across the state. Reducing the number of vehicles on roadways is environmentally friendly and economically sound. In addition to reducing our carbon footprint, fewer vehicles on our roads reduces the cost of maintaining our highway infrastructure and improves safety. The vanpools will operate on the schedule determined by the commuters and will provide commuters with a reliable, economical transportation option where public transportation might not be available or convenient.

The vanpool project will include the following four route types statewide as feasible (please see previous definition of rural and urban areas):

1. Urban to Urban
2. Rural to Urban
3. Urban to Rural
4. Rural to Rural

The number of **urban to urban** routes eligible for subsidies will be limited to the number of vanpools operating simultaneously as follows:

1. The first contracted year will be limited to a maximum of 20 vanpools operating at one time.
2. The second contracted year will be limited to a maximum of 25 vanpools operating at one time.
3. The third contracted year will be limited to a maximum of 30 vanpools operating at one time.

Vanpools with a **rural origin or destination (or both)** will not be limited in number and will be eligible for subsidies as allowable.

NDOR will provide eligible subsidies per vanpool using allowable federal funds. The rural vanpools will be subsidized using [FTA Section 5311 funds](#). The Contractor shall match these funds using the PICVA regulation as described in section IV.F.7. of the RFP. The urban to urban vanpools will be subsidized using [Congestion Mitigation and Air Quality \(CMAQ\)](#) funds from the [Federal Highway Administration \(FHWA\)](#). NDOR does not guarantee that any federal funded vanpool fare subsidies will be provided and subsidies may be terminated or reduced at any time.

The monthly vanpool fees will be based on operating costs and the number of commuters participating in the vanpool. Commuters will pay a monthly fee to the Contractor(s) and NDOR will utilize the allowable funding sources as described above to provide a vanpool subsidy.

A budget of eight hundred eighty two thousand dollars (\$882,000) has been appropriated from eligible Federal Funding Subsidies for a three (3) year period for a subsidized vanpool program. Subsidies under this project shall be limited as shown in the table below and will be provided per eligible vanpools on a monthly basis as federal funds are available.

Subsidies Per Vanpool/Monthly	Year 1	Year 2	Year 3
Federal Subsidy Limit for Urban to Urban Vanpools:	Maximum: 20 vanpools	Maximum: 25 vanpools	Maximum: 30 vanpools
	(up to) \$400	(up to) \$412	(up to) \$424
Subsidies Per Vanpool/Monthly	Year 1	Year 2	Year 3
Federal Subsidy Limit for Rural origin or destination (or both) Vanpools:	Vanpools will not be limited in number and will be eligible for subsidies as allowable.	Vanpools will not be limited in number and will be eligible for subsidies as allowable.	Vanpools will not be limited in number and will be eligible for subsidies as allowable.
	(up to) \$400	(up to) \$400	(up to) \$400

	Bidders should describe their understanding of the Project, Environment and Proposed Resolution.
	Bidder's Response:
2.	Business Requirements
a.	Bidder shall review, sign and submit Attachment B-FTA Lobbying Certification and Attachment C-Certifications and Assurances to NDOR. In the event, Attachments B and C are not signed and submitted with the Bidder's proposal, Bidders will have five (5) business days upon written request to submit the signed Attachments to NDOR. Failure to submit the required signed Attachments within the five (5) business days will disqualify the bidder's proposal.
b.	Contractor shall provide monthly invoices to NDOR, Rail & Transportation Division with the costs itemized by the number of vanpool trips, route types (ex: urban to urban, rural to urban, urban to rural and rural to rural) and a cost breakdown of each route type including but not be limited to fuel, oil, and maintenance expenses.
c.	Contractor shall provide monthly reports along with the invoices to NDOR, Rail & Transportation Division in a format to be determined by NDOR of vanpool activities containing at a minimum the following information: <ul style="list-style-type: none"> I. Current vans in operation II. Vans not in operation and explanation (no commuters, maintenance, etc.) III. Current van drivers and commuters IV. Contact information for all commuters and drivers V. Origination and destination locations for each van VI. Number of commuters for each van VII. Number of empty seats for each van VIII. Number of commute days per month IX. Daily round trip miles X. Type of route (rural to rural, rural to urban, urban to rural or urban to urban) XI. Marketing and outreach efforts to increase ridership
	Bidder's Response:
3.	Vans
a.	The Contractor shall manage the van fleet.
	Bidder's Response:
b.	The Contractor shall own and be responsible for maintaining, licensing, and insuring vans in the fleet.
	Bidder's Response:
c.	Contractor shall provide the appropriate size of van for the number of commuters to meet the needs of each route, i.e. from seven (7) passenger vans up to fifteen (15) passenger vans as needed. The Contractor shall not restrict a vanpool a specific size of van. For example, if a vanpool has six (6) current commuters and three (3) waiting to join the vanpool, an appropriate size van shall be provided to accommodate all nine (9) commuters.
	Bidder's Response:
d.	Contractor shall ensure all vans comply with all applicable local, state and federal laws, ordinances, rules, orders, and regulations. Refer to Section III, D. Permits, Regulations, Laws of the RFP.

	Bidder's Response:
e.	Technology - All vans shall be equipped with mobile Wi-Fi.
	Bidder's Response:
f.	Van Decals - All vans shall be labeled with a decal by the Contractor. The decal shall include but not be limited to: identification information, project name, NDOR logo, company name, and contact telephone number. All van decals must have prior written approval from NDOR.
	Bidder's Response:
g.	Van Replacement - No van in the vanpool project shall exceed five (5) model years of age or 125,000 total miles. Contractor shall replace any van on or before it reaches these limits.
	Bidder's Response:
h.	<p>Van Maintenance/Service Plan - The Contractor shall keep vans in safe working order and in a state of good repair for commuter's safety. The Contractor shall be responsible for the cost of all repairs and/or maintenance of the vans and shall coordinate the scheduled servicing and repairs. No maintenance and/or repair expenses shall be incurred by the driver or commuters.</p> <p>Bidders should describe their Vehicle Maintenance Plan below.</p>
	Bidder's Response:
i.	Alternative Van or Other Vehicle —In the event that a van is out of service for scheduled maintenance or repairs, the Contractor shall provide an alternate van or other vehicle up to a maximum of five (5) business days. If the repairs exceed five (5) business days, the Contractor is responsible for providing a suitable replacement van and ensuring minimal disruption to the commuters.
	Bidder's Response:
j.	Emergency Assistance, Towing and Van Replacement - Contractor shall be responsible for providing 24-hour, 7 day/week emergency and towing assistance. Emergency services shall include but not be limited to repair of flat tires, gas delivery, battery jumps and lock-out services, etc. Contractor shall provide a replacement van or alternate transportation for any vans experiencing mechanical difficulties during commutes. In the event that extended repairs are required, the Contractor shall provide an alternate van or other vehicle up to a maximum of five (5) business days. If the repairs exceed five (5) business days, the Contractor is responsible for providing a suitable replacement van and ensuring minimal disruption to the commuters. No emergency assistance services, towing, or van replacement expenses shall be incurred by the driver or commuters.
	Bidder's Response:
k.	Accessible Vans - Contractor shall provide wheelchair accessible vans upon request. The vans shall meet the current Americans with Disabilities Act regulations as per FTA Circular C 4710.1 . Within 30 days of request from a rider, the Contractor shall verify a rider's disability and provide an accessible van. Contractor

	<p>shall have a procedure approved by NDOR to verify a rider's disability.</p> <p>The FTA definition of disabled persons shall apply and is as follows:</p> <p>I. Persons "who by reason of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including any individual who is a wheelchair user or has semi-ambulatory capabilities), cannot use effectively, without special facilities, planning, or design," public transportation services.</p> <p>Bidders should describe their procedure below for verifying a rider's disability.</p>
	Bidder's Response:
4.	Drivers
a.	<p>Drivers and Alternate Drivers - Each vanpool shall have one primary driver and at least one back-up driver. Contractor shall conduct and maintain driving records checks on all vanpool drivers and alternate drivers and ensure that all drivers can legally operate a vehicle.</p> <p>Bidders should describe below their process for approving a driver.</p>
	Bidder's Response:
b.	<p>Driver Agreement - Contractor shall enter into a Driver Agreement with the primary and back up drivers. The Driver Agreement shall set forth all costs and conditions relating to the use of the van by vanpool drivers. The Driver Agreement shall be available in any language required to meet FTA's Limited English Proficiency (LEP) obligations as per Circular C 4702.1B.</p> <p>At a minimum, the agreement shall include the following driver responsibilities:</p> <ol style="list-style-type: none"> 1. Ensure the interior and exterior of the van is clean. 2. Notification to the Contractor of any commuter complaints or requests, mechanical problems, maintenance needs, or required repairs. 3. Submission of monthly ridership logs to the Contractor. 4. Notification to the Contractor of any accidents and contact law enforcement as needed and as outlined in the Driver Agreement. 5. Personal mileage is allowable but shall not exceed the mileage specified in the Driver Agreement. 6. Only the primary driver and back up drivers are allowed to drive the van. <p>Bidders should insert their Driver Agreement below or attach a copy to the Matrix document.</p>
	Bidder's Response:
c.	<p>Training - Contractor shall conduct an initial orientation with all drivers and back-up drivers to ensure they understand program requirements and the user agreement between the Contractor and driver(s). Driver safety training shall be provided by the Contractor to new drivers and back up drivers prior to assuming any driver responsibilities. Training and information for vanpool drivers on the rules and operations of the vans shall be available in any language required to meet FTA's Limited English Proficiency (LEP) obligations as per Circular C 4702.1B.</p> <p>Contractor shall submit rosters of new driver training as occurs to NDOR.</p>

	Bidders should describe their driver training program below.
	Bidder's Response:
5.	Project Management
a.	<p>Guaranteed Ride Home - Contractor shall manage a guaranteed ride home program. The program shall provide commuters with a free ride from the workplace to home when driver or commuter emergencies or unexpected schedule changes do not allow for a return trip by vanpool. The program shall be available to all vanpool commuters up to four (4) times per calendar year.</p> <p>Bidders should describe their Guaranteed Ride Home program below.</p>
	Bidder's Response:
b.	<p>Point of Contact - Contractor shall be the main point of contact for vanpool drivers, potential new commuters, businesses and any entity requesting information about the vanpool program. Any and all service requests, emergencies, billing issues, van maintenance needs and other vanpool issues shall be directed to the Contractor.</p>
	Bidder's Response:
c.	<p>Commuter Invoice and Cost – The Contractor shall provide each vanpool commuter with a monthly invoice that includes a breakdown of costs to operate the vanpool and shall include but not be limited to fuel, oil and maintenance expenses. The Contractor shall be responsible for collecting payments from all vanpool commuters. NDOR does not guarantee that any federal funded vanpool fare subsidies will be provided and subsidies may be terminated or reduced at any time.</p>
	Bidder's Response:
d.	<p>Marketing - In cooperation with NDOR, Contractor shall engage in marketing activities designed to support public awareness and growth of the project. Marketing activities shall be conducted in rural and urban areas.</p> <p>Bidders should describe their marketing plan below.</p>
	Bidder's Response:
e.	<p>Website - Contractor shall provide and maintain a website with all forms available online (applications, complaint forms, volunteer driver agreement forms, etc.). Contractor's website must allow for submission of documents and forms electronically including but not be limited to applications, complaint forms, and Driver Agreements. The website must also have the functionality to accept passenger payments electronically. The website must meet the Nebraska Technology Access Standards as defined in Section II of the RFP. All forms and documents shall be available in any language required to meet FTA's Limited English Proficiency (LEP) obligations as per Circular C 4702.1B.</p>
	Bidder's Response:
f.	Businesses - Contractor shall engage and educate local businesses in rural and urban areas regarding the

	program and benefits of participation.
	Bidder's Response:
g.	<p>Private Investment in Commuter Vanpooling Act (PICVA) and Capital Cost of Contracting- Nebraska Department of Roads (NDOR) will hereby be referred to as “grantee” within this section. The Contractor shall utilize the current regulations that allow the grantee of certain federal funds to use as local match the capital investment incurred when acquiring rolling stock to be used in providing public transportation in the grantee’s service area.</p> <p>Contractor will follow the FTA regulations pertaining to the capital cost of contracting. The percent of contract allowed for capital assistance at 80 percent federal share without further justification for a Turnkey Contract (contractor provides vans, maintenance, and transit service) is 50 percent.</p> <p>The calculations shall be based on the Contractor providing the assets in the contractor-operated vanpool program as outlined in this RFP, and a vanpool driver provides the service rather than a contractor employee. The grantee as the recipient of FTA funds does not provide the service.</p> <p>On annual basis, the Contractor shall provide the following required information to the grantee regarding the vanpool inventory as verification for a PICVA match:</p> <ul style="list-style-type: none"> I. Year of van purchase II. Year of van III. Van identification number IV. Cost of van V. Certified statement to verify vans in the inventory are utilized in grantee’s service area.
	Bidder's Response:
h.	<p>Survey -Contractor shall conduct a semi-annual survey on customer satisfaction with the vanpool program and submit the results to NDOR.</p>
	Bidder's Response:
i.	<p>Safety and Accidents-Recognizing that safety is an integral part of the vanpool operation; Contractor shall develop and implement a system safety program that assures the safety of commuters, employees and assets. The program shall include safety training for drivers and commuters, a comprehensive methodology for investigating accidents, and emergency procedures training. All training and materials shall be available in any language required to meet FTA’s Limited English Proficiency (LEP) obligations as per Circular C 4702.1B.</p> <p>The Contractor shall be responsible for compiling and reporting data associated with the National Transit Database Safety and Security Module. Refer to their website at https://www.transit.dot.gov/ntd for all requirements. The Contractor shall inform NDOR immediately of all accidents involving property damage, injury or fatality.</p> <p>Bidders should describe their driver and passenger safety program below.</p>
	Bidder's Response:

j.	<p>Reporting – Contractor shall collect and report all operating and service data required by the FTA for the National Transit Database. Refer to their website at https://www.transit.dot.gov/ for all requirements.</p> <p>Additional reporting requirements in 2.c., 4.c., 5.g., 5.h., and 5.i.</p>
	Bidder's Response:
k.	<p>Deliverables – The Contractor shall provide and establish turnkey vanpool services for commuters in urban and rural areas Statewide. The vanpool services shall include new, current year van models, van replacements, repairs, maintenance, licensing, insurance, management, monthly reports, training, marketing, and supervision of required or essential personnel necessary to ensure effective completion of all work and services specified in the RFP.</p>
	Bidder's Response: